

Reference: FOI.ICB-2425/069

Subject: Interpretation and Translation Services

I can confirm that the ICB does hold some of the information requested; please see responses below:

QUESTION	RESPONSE
Please refer to requesters template enclosed.	

The information provided in this response is accurate as of 21 June 2024 and has been approved for release by Dave Jarrett, Chief Delivery Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.

Interpretation and Translation Services					
Question	Notes	Response:			
What was your overall 23/24 spend for interpretation and translation services?	<i>Apr'23 – Mar'24</i> <i>Spend to include all service formats across all contracts held</i>	£338,125.92* *Please note: the accounts for the financial year 23/24 have not been audited yet (the ICB is currently going through the audit process).			
What was your overall 22/23 spend for interpretation and translation services?	<i>Apr'22 – Mar'23</i> <i>Spend to include all service formats across all contracts held</i>	£278,943.70			
What was your overall 21/22 spend for interpretation and translation services?	<i>Apr'21 – Mar'22</i> <i>Spend to include all service formats across all contracts held</i>	£170,106.58			
Please confirm the following details for your provider(s) of interpretation services for each year:		Response: <i>Please add additional columns if required</i>			
		Provider 1	Provider 2	Provider 3	Provider 4
Provider name	<i>e.g. inhouse / provider name)</i>	Language Empire	RNID	Sign Solutions	
Scope of contract and value of spend where in scope in Apr'23-Mar'24 year	a) Yes/No, If yes £x	a) Spoken F2F £767.40 b) Video	Not under contract in this period	a) No b) No c) No d) No	

a) Pre-booked face-to-face b) Pre-booked video c) Pre-booked telephone d) On-demand video e) On-demand telephone f) British Sign Language g) Interpreters on wheels	b) Yes/No, If yes £x c) Yes/No, If yes £x d) Yes/No, If yes £x e) Yes/No, If yes £x f) Yes/No, If yes £x g) Yes/No, If yes £x	£205.20 c) Scheduled TI £21,195.00 d) no e) On-demand TI £233,643.42 f) no g) no		e) No f) Yes £107,330.36 g) No	
Value of spend against each in-scope service Apr'22-Mar'23 year		a) Spoken F2F £216.80 b) Video £0.00 c) Scheduled TI £8,526.60 d) no e) On-demand TI £214,382.16 f) no g) no	a) No b) No c) No d) No e) No f) Yes £57,125.00 g) No	Not under contract in this period	

Value of spend against each in-scope service Apr'21-Mar'22 year		a) Spoken F2F £654.87 b) Video £126.00 c) Scheduled TI £3,908.93 d) no e) On-demand TI £162,261.36 f) no g) no	a) No b) No c) No d) No e) No f) Yes £49,860.00 g) No	Not under contract in this period	
Current contract start date	<i>DD/MM/YYYY</i>	01/10/2023	Not currently under contract	01/10/2023	
Current contract end date	<i>DD/MM/YYYY</i>	30/09/2024	Not currently under contract	30/09/2024	
Any extension options available under the existing contract	<i>e.g. 2 x 12 months</i>	None	Not currently under contract	None	
How was this contract awarded?	<i>e.g. Tender / direct award</i>	Direct award	Not currently under contract	Direct award	
Which procurement framework was used to award this contract?	<i>e.g. NHS SBS / ESPO / No framework used</i>	Crown Commercial Services	Not currently under contract	NHS Shared Business Services	

Have service credits been applied in the last 12 months? If yes, what performance failure was this linked to?	<i>e.g. Yes - non-fulfilment of BSL</i>	No	Not currently under contract	No	
Is there is an exclusivity clause, which would prevent you from piloting additional or complementary interpreting services during the duration of your current contract?	Yes/No	No. However, any commissioned service would be subject to the organisation's procurement policy	Not currently under contract	No. However, any commissioned service would be subject to the organisation's procurement policy	
From which budget within your organisation are interpreting services funded?	<i>Budget/Department name</i>	Delegated Primary Care			
Which staff member/job role is responsible for signing off that budget?	<i>e.g. Equality, Diversity & Inclusion Lead</i>	Head of Contracts: Childrens, Community and Primary Care			
Which staff member/job role manages the interpretation services contract(s)?	<i>e.g. Equality, Diversity & Inclusion Lead</i>	Assistant Contract Manager – Primary Care			